

DIVINE GRACE ALEJO



CONTACT

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PERSONAL DATA

Date of Birth	January 02, 1996
Citizenship	Filipino
Sex	Female
Civil Status	Single

QUALIFICATION

- ✓ Has the initiative and ability to work with minimal supervision.
- ✓ Fast learner and dedicated to deliver team success.
- ✓ Exposed and interact with wide variety of personality
- ✓ Able to work under pressure

CAREER OBJECTIVE

To be a part of a company that indulges professional growth which provides challenging and rewarding career while allowing me to use my knowledge and skills.

PERSONAL PROFILE

A well-organized and adaptable person who possesses proactive qualities, Self-motivated and flexible with excellent written and interpersonal skills in English. Successful at conducting independent and team work tasks, and possesses an exceptional charismatic leadership complementing an elegant guest service approach.

EDUCATION

Bachelor of Science in Hotel and Restaurant Management
University of Cagayan Valley
Philippines
August 2016 – June 2019

WORK EXPERIENCE

Al Jawhara Groups of Hotel, Dubai (September 2019-present)

Guest Service Agent

Working as a Guest Service Agent in Al Jawhara Garden Hotel from September 2019 to Present.
Lootah Hotel

Management Company (LHMC) is S.S. Lootah Group's. Hospitality management arm that offers consultancy services to investors along with comprehensive hotel management services and operations. It is a full-fledged management company with 3 hotels manages up to 5-star rated properties in Dubai (Al Jawhara Metro Hotel/Al Jawhara Gardens & Apartment).

Job Responsibilities:

- Be the ambassador of hospitality at all times, courteously and professionally in all Front Office related functions, maintaining the hotel's standard of service at all times.

REFERENCE

Mr. Peer Tinwale

Front Office Manager

**Al Jawhara Groups of Hotel and
Apartment**

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- Have a throughout knowledge of the hotel's product and services.
- Welcome all guests with smile and maintain a professional approach all times.
- Guest registration and room assignments, accommodating special requests whenever possible, obtaining all relevant registration details required by the law.
- Have knowledge of hotel rates, packages and discounts and how to handle each and how each relates to another department.
- Have a throughout knowledge of Reservations, Opera, Vicas and WinHms.
- Ensure Bucket check is done daily and registration details are accurate on daily basis.
- Ensure all F&B check, Laundry charges are posted and filed correctly.
- Records events as necessary in Log book and ensure that all relevant information is handed to the next shift.
- Be fully aware of the Hotel credit policy and procedures and ensure that it is adhered to at all times.
- Ensure that the Front Desk area is kept neat and tidy and utilize free time for cleaning and tidying.
- Be diplomatic and respect the privacy of the guests.
- Take the initiative through Empowerment to ensure complete Guest satisfaction.
- Have a thorough knowledge of all Emergency Procedures.
- To handle guest enquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up to the guest.
- To maintain a good rapport and working relationship with associates in the place of work and all other departments.
- Updating police report by registering all arrivals and departures.

COMPUTER SKILLS

- Microsoft office
- Opera PMS, VICAS, WINHMS.
- Internet & Email.